



## Job Description

<b>Job Title:</b>	COO	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	CEO	<b>Prepared By:</b>	Human Resources
<b>Department:</b>	Corporate	<b>Date Prepared:</b>	1/2022

### Job Purpose or Summary:

This individual will lead AqueoUS Vet's (AV) operations. They will work to implement strategies that will deliver on the company's mission, increase growth, and improve operational efficiency, while working with the executive team to lead the organization through a period of rapid growth to new geographies and business lines. Our COO will be a key member of the executive team, reporting directly to the CEO. They must have a strong combination of operational and strategic leadership experience.

### Duties & Responsibilities:

- Lead all aspects of operations; Responsible for the management and support of our Operations, Manufacturing, Field Service, QA/QC, Safety, Post-sales Engineering and Project Management teams. Core operational functions encompass all aspects directly impacting the design, delivery and service of water treatment solutions.
- Develop a world-class operating model as AV scales, which will include: create and implement strategies designed to increase operational efficiency and growth, including decision making authority around centralization vs. localization, standardization vs. customization.
- Drive sales results by providing best-in-class client satisfaction and partnering with CEO, Head of Engineering and Head of Sales on sales, quoting and marketing strategy.
- Partner with CFO on implementation of end-to-end enterprise resource planning (ERP) system.
- Ensure AV sites meet or exceed operational, social, and financial objectives. For example, these include customer satisfaction, employee retention, employee safety, and EBITDA.
- Lead efforts to open new sites and integrate acquisitions.
- Be a key leader for building AV's culture around our core values; we are guided by our "North Star" and our culture of discipline and integrity.
- Effectively manage project backlog and improve project margin in a % of completion accounting environment
- Develop and manage to ambitious team KPIs and metrics to drive operational excellence
- Collaborate on ideation and implementation of innovative business models.
- Other duties as assigned

### Minimum and Preferred Requirements:

- 15+ years operational experience, with proven ability to build and lead multi-disciplinary teams
  - Must have COO or SVP/VP of Operations experience with sub-\$50mm organization or similarly sized subset thereof with P&L responsibility
  - PE-backed company experience is a plus but not required
  - Experience scaling organization from <\$50mm to \$80-100mm is a plus
  - Strongly prefer manufacturing industry background with a blue collar, variable hour workforce
  - Strongly prefer demonstrated success in growing a recurring revenue services business
  - Experience in a custom manufacturing, industrial services or water-related manufacturing a plus
- Deep understanding of key business strategy, metrics, and financial analysis

**Physical Demands:**

- Demonstrates sufficient strength, endurance and flexibility to perform large job responsibilities
- Must possess a robust work ethic
- Travel expectations: Will vary based, but estimated 40-60%

**Language Skills:**

- Ability to read, analyze and interpret documents, financial reports and legal documents
- Ability to respond professionally to common inquiries or complaints from clients, regulatory agencies or members of the business community
- Ability to effectively present information to CEO and board of directors as assigned

**Mathematical Skills:**

- Ability to perform advanced financial analysis and work with concepts such percentages, ratios, and proportions to practical solutions

**Reasoning Ability:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with a variety of abstract and concrete variables

*The information outlined in this document is intended to present the key duties and requirements necessary to achieve job results. This information is not a comprehensive list of all duties, responsibilities, or qualifications. Management reserves the right to change, rescind, add or delete the functions of this position at any time.*